

Tier 2

Skill Building and General Development

AMERICANS WITH DISABILITIES ACT (ADA)

This course will provide an overview of the City's revised ADA Program (2002). Topics covered include the ADA, the City's revised policies and procedures manual, reasonable accommodation, the Return to Work Program, worker's compensation, Family Medical Leave Act (FMLA), and legal updates. Mandatory for Departmental ADA Coordinators and Departmental ADA Review Teams.

**January 30	April 17
**February 5	July 24
February 18	November 5

Location Centennial Two Plaza Conference Room except where noted. **** This class is held in Centennial Two Auditorium.**

All class times are 8:30 a.m. – 12:30 p.m.

Training Hours: 4

CITY'S RETIREMENT SYSTEM

Assists employees with retirement planning through exploring the available options. *Open to all employees who are members of the City of Cincinnati's Retirement System.*

January 28	9 a.m. -11 a.m.
April 23	9 a.m. -11 a.m.
August 26	9 a.m. -11 a.m.
November 13	9 a.m. - 11 a.m.

Location: Two Centennial Plaza, Auditorium

Training Hours: 2

CONSTRUCTIVE GRIEVANCE AND CONFLICT RESOLUTION

An overview of the civilian grievance process (AFSCME and Building Trades agreements) and steps for creative dispute resolution is provided. Emphasis is on effective use of procedure, involvement of union representation in the process, and problem solving techniques. Provides basic information for recognizing grievances and disputes, the parameters of settlements, and necessity of problem solving at the earliest possible step in the process. Open to departmental staffs who have responsibility for processing grievances.

May 8th 1 p.m. -3:30 p.m.

Location: Two Centennial Plaza, Auditorium

Training Hours: 2.5

CONFLICT RESOLUTION

Designed to help the employee define conflict, and identify its three primary stages. Once identified, the employee will be able to incorporate specific resolution strategies to meet the various levels of intensity.

January 15

March 5

May 23

July 9

September 17

November 5

All class times are 12:30 p.m. – 3:30 p.m.

Location: Two Centennial Plaza, 1st Floor Conference Room

Training Hours: 3

CORRECTIVE ACTION

Provides basic information on the City's corrective action process. Emphasis is placed on the supervisor's key role and responsibility in the process and the corrective action philosophy. Enables supervisors to make effective use of the process, to modify inappropriate behavior, and sustain actions that are undertaken. *Open to supervisors in Divisions 0 and 8.*

January 23

July 24

September 3

1 p.m.- 3 p.m.

1 p.m.- 3 p.m.

1 p.m.- 3 p.m.

Location: Two Centennial Plaza, Auditorium

Training Hours: 2

CREATIVE PROBLEM SOLVING

Enhances creativity in problem solving and challenges you to think “outside of the box” by using a systematic method.

May 22	1 p.m. – 4 p.m.
November 13	1 p.m. – 4 p.m.

Location: Human Resources Department Training Room

Training Hours: 3

CUSTOMER SERVICE SKILLS REFRESHER

Explore and practice skills that turn customers around from dissatisfied and unhappy to people who feel good about our organization, are “dazzled” by your caring, and even feel better about themselves.

February 27	June 26	November 20
March 27	August 28	December 18
April 24	September 25	
May 29	October 30	

All class times are 9:00 a.m. – 12 p.m.

Location: Two Centennial Plaza, 1st Floor Conference Room

Training Hours: 3

DEFERRED COMPENSATION

Discover the benefits of participating in a deferred compensation program. Representatives from the City’s two providers of deferred compensation programs, the ICMA Retirement Corporation and the Ohio Public Employees Deferred Compensation Program, discuss their programs and how they may benefit City employees.

March 4	9 a.m. -11 a.m.
June 24	9 a.m. -11 a.m.
September 11	9 a.m. -11 a.m.
November 25	9 a.m. –11 a.m.

Location: Two Centennial Plaza, Auditorium

Training Hours: 2

FINANCIAL PLANNING

Financial Planning 101: Assists employees in learning about the concept and benefits of financial planning.

Advanced Financial Planning: Presents more in-depth information about planning and investment instruments including stocks, bonds, mutual funds, and annuities. Any specific topics you would like covered should be submitted with registration form.

Financial Planning 101:

February 5 **1 p.m. – 3 p.m.**

September 11 **1 p.m. – 3 p.m.**

Advanced Financial Planning:

February 20 **1 p.m. – 3 p.m.**

September 30 **1 p.m. – 3 p.m.**

Location: Human Resources Department Training Room

Training Hours: 2

INTERPERSONAL COMMUNICATIONS

Assists employees with communicating with others by looking at verbal and nonverbal communication, personality types, feedback, effective listening, and diversity.

March 11

9 a.m. - 12 p.m.

July 8

9 a.m. - 12 p.m.

November 12

9 a.m. - 12 p.m.

Location: Two Centennial Plaza, 1st Floor Conference Room

Training Hours: 3

MEETING FACILITATION SKILLS

Focuses on the art of leading results-based meetings through consensus, problem solving, and member roles.

May 6

9:00 a.m. – 12:00 p.m.

October 28

9:00 a.m. – 12 :00 p.m.

Location: Two Centennial Plaza 1st Floor Conference Room

Training Hours: 3

MANAGEMENT CONTROLS AND THE SELF-AUDIT PROCESS

This course explains management control concepts, the different types of audits, basic risk, and self-assessment techniques. It emphasizes how to conduct a self-review of your operation. This course also covers what Internal Audit examines, reviews, and tests; what professional standards are adhered to, and what procedures are used. *Open to Department and Division Heads, Managers, and Supervisors.*

April 30	8:30 a.m. -12:30 p.m.
*September 16	8:30 a.m.- 12:30 p.m.

Locations: Human Resources Department Training Room
* Two Centennial Plaza 1st Floor Conference

Training Hours 4

MANAGING THE PROCUREMENT PROCESS

Provides a summary of how the procurement process works. This course explains the what=s, why=s, and how=s of purchasing. *Open to Department and Division Head=s as well as Managers and Supervisors of the procurement process.*

February 6	9 a.m. - 12 p.m.
September 19	9 a.m. - 12 p.m.

Location: Purchasing Training Room

Training Hours: 3

MONEY MATTERS

Provides an overview of financial planning issues including overall finances and debt, retirement planning issues, and an explanation of investment strategies. *Spouses welcome.*

April 3	1 p.m. – 2:30 p.m.
July 31	9 a.m. –10:30 p.m.

Location: Human Resources Department Training Room

Training Hours: 1.5

ORAL BOARD PREPARATION

This training provides information to help participants prepare for the oral portion of Civil Service exams.

July 17	9 a.m. – 12 :00 p.m.
September 25	9 a.m. –12 :00 p.m.

Location: Human Resources Department Training Room

Training Hours: 3

PERSONNEL MANAGEMENT

Provides departments with current policies and procedures from the Equal Employment Opportunity section of the Office of Contract Compliance and Administrative Hearings, and the Labor Relations and Civil Service/Testing sections of the Human Resources Department. *Open to supervisors. Provided upon request by departments.*

PRE-RETIREMENT SEMINAR

Assists employees with effective retirement planning including deferred compensation, financial planning, social activities planning, and potential Social Security benefits. *Open to all employees with at least 5 years of service. Spouses welcome.*

March 13	8:30 a.m. – 12:30 p.m.
May 13	8:30 a.m. – 12:30 p.m.
September 23	8:30 a.m. – 12:30 p.m.
November 6	8:30 a.m. – 12:30 p.m.

Location: Two Centennial Plaza, Auditorium

Training Hours: 4

PRESENTATION METHODS

Assists employees in deciding what type of presentation to use, discusses the steps in outlining a presentation as well as the use of verbal and nonverbal delivery techniques, and provides the employee an opportunity to practice these skills.

March 20	1 p.m. – 4 p.m.
June 24	1 p.m. – 4 p.m.
October 30	1 p.m. – 4 p.m.

Location: Human Resources Department Training Room

Training Hours: 3

PROPER USAGE OF THE REQUEST FOR PROPOSALS (RFP) PROCESS

This class covers definitions, laws and regulations relating to the RFP process. It offers a “step-by-step” guide for the correct way to develop an RFP and utilize the process. This class also focuses on the development of the scope of services and /or specifications and the resulting contract. Templates and examples to use in developing RFPs will be distributed.

April 17	9:00 a.m. – 4:30 p.m.
September 4	9:00 a.m. – 4:30 p.m.

Location: Purchasing Training Room

Training Hours: 6

PUBLIC EMPLOYEES RETIREMENT SYSTEM (PERS)

Assists employees with retirement planning and the available options. *Open to employees who are members of the Public Employees Retirement System.*

July 10 10 a.m.- 12 p.m.

Location: Two Centennial Plaza, 1st Floor Conference Room

Training Hours: 2

RETIREMENT PLANNING CHECK-UP

Provides answers to retirement planning questions such as: are you preparing for retirement; do you know what to expect from Social Security and your pension; how much will it cost to live during retirement; and, what can I do now to achieve a financially successful retirement?
Spouses welcome.

April 3 9 a.m. – 10:30 a.m.
October 21 1 p.m. – 2:30 p.m.

Location: Human Resources Department Training Room

Training Hours: 1.5

SEVEN SECRETS OF FINANCIAL SUCCESS

Identifies characteristics and habits that make some families more financially successful than others. Topics include: planning, budgets, the need for goals, and seeing the family as an economic unit.
Spouses welcome.

July 31 1 p.m. – 2:30 p.m.
October 21 9 a.m. – 10:30 p.m.

Location: Human Resources Department Training Room

Training Hours: 1.5

TIME MANAGEMENT

Addresses the basic concepts and skills of time management that will aid in utilizing time more efficiently and wisely, and points out the common time wasters.

March 20 9 a.m. – 12 p.m.
September 18 9 a.m. –12 p.m.

Location: Human Resources Department Training Room

Training Hours: 3

UNDERSTANDING THE PROCUREMENT PROCESS

Covers the broadened role of procurement philosophies, techniques, policies, and methods each City agency needs in order to purchase supplies, materials, and services to support their operation. Open to all employees involved in their agency's procurement process.

March 12	9 a.m. – 4:30 p.m.
September 24	9 a.m. – 4:30 p.m.

Location: Purchasing Training Room

Training Hours: 6.5

UNDERSTANDING THE TESTING PROCESS

Provides an overview of the Civil Service Testing process including test preparation, how to study, test anxiety, etc.

*February 13	9 a.m. – 12 p.m.
May 1	9 a.m. – 12 p.m.
August 12	9 a.m. – 12 p.m.

Location: Two Centennial Plaza Auditorium

*** This class is held in the Human Resources Department Training Room**

Training Hours: 3

STRESS MANAGEMENT-TAKING CONTROL

Offers many ways to manage stress, from developing better interpersonal relationships and improving communications to being able to accomplish more through better time management, setting limits and planning for ~~an~~unplanned@ events. Participants may complete a pre-session questionnaire to determine issues and needs. **There is a \$109 course fee.**

February 12	8 a.m. – 5 p.m.
April 9	8 a.m. – 5 p.m.
June 12	8 a.m. – 5 p.m.
August 5	8 a.m. – 5 p.m.
October 16	8 a.m. – 5 p.m.
December 9	8 a.m. – 5 p.m.

Location: Human Resources Department Training Room

Training Hours: 8

CEUs available

TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD)

Provides employees with instruction and hands-on training in the use of a Telecommunications Device for the Deaf (TDD). *Open to employees who have, or will have, a TDD. Scheduled upon sufficient request*

TELEPHONE TRAINING

Provides employees with instruction and hands-on training in the use of a large business telephone system (Definity system). *Open to employees who regularly use the phone. Scheduled upon sufficient request.*

Training Hours: 2.5

UNDERSTANDING YOUR BENEFIT PLANS

Assists employees in understanding their benefit plans and how they are designed.

March 25	9 a.m. – 10:30 a.m.
July 17	9 a.m. –10:30 a.m.
October 2	9 a.m. –10:30 a.m.

Location: Two Centennial Plaza, 1st Floor Conference Room

Training Hours: 1.5

WHEN VALUES COLLIDE

Focuses on human behavior and the impact of our value system on who we are, the choices we make, and how we are treated. When are values collide - we divide!

March 18	9 a.m. – 12 p.m.
September 16	9 a.m. – 12 p.m.

Location: Human Resources Department Training Room

Training Hours: 3

WRITING SPECIFICATIONS (PURCHASING)

Get what you need from the procurement process. Learn to write complete specifications to achieve positive results and discourage protests from potential vendors. *Open to employees involved in writing performance specifications for procurement of required items.*

March 5	9 a.m. – 12 p.m.
June 13	9 a.m. – 12 p.m.
September 3	9 a.m. –12 p.m.

Location: Purchasing Training Room

Training Hours: 3

WORKFORCE EDUCATION PROGRAM

Provides skills training to enhance reading, writing, and math skills. This training also provides Graduate Equivalency Diploma (GED) preparation to qualify for a high school equivalency diploma. Contact Mary Moore at 357-2697

Thursdays 1 p.m. – 3:30 p.m.

Location: Highway Maintenance , 250 Germany Ave. off Monmouth, 2nd Floor

Training Hours: 2.5